CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:
Classification Specification: <u>TECHNICAL SUPPORT SPECIALIST</u>
Salary Range: NR32
Position Description: <u>Technical Support Specialist II</u>
Incumbent:
Location: Information Technology Department

GENERAL PURPOSE:

Under the direction of the Technical Services Manager, assist in providing technical support and training for the use of the City's computer systems and software applications.

Work is characterized by technical duties in the support, maintenance and tracking of City-wide computer hardware, software, and telecommunication systems. Incumbents of this classification assist other higher level classifications to provide technical support and second tier computer problem solving. Incumbent is frequently required to travel to user sites and/or offices to provide technical support and resolve user computer problems.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor work together to develop the deadlines, projects, and work to be completed. Incumbent is responsible for the work, plans, and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide technical support for the City's computer systems and their applications by determining problem origin, whether from hardware or software, and resolving problems through internal resources or through communication with vendor technical support staff.

Provide support for calls not resolved at the first line help desk level for the City's computer systems, software packages, and physical layer network systems by determining root cause of the problem then developing appropriate workarounds and solutions, and escalating to the next level of support when necessary. Track these calls to resolution, documenting steps taken to resolve the issue.

Balance the service call load. Establish priorities for response to service calls based on

severity, location, and workload factors.

Setup, install, troubleshoot, upgrade, and maintain computer hardware, software, and printers.

Install, test, and review new and upgraded hardware and peripheral equipment and test for system integrity.

Install, test, and review new and upgraded system software and check for system integrity.

Assist in providing training to users in usage/capabilities of software, network, and computers.

Install procedures and applications that allow users to fully utilize software capabilities.

Assist in maintaining specifications for computer hardware, software and other office systems.

Provide version control and license compliance for all system software.

Assist in the enforcement of standard computer configurations and naming conventions.

Provide routine maintenance for computer and peripheral equipment.

Maintain inventory software, analyze data of City computer systems, and compile custom reports from inventory data as requested.

Organize the proper dispersion of obsolete equipment whether by sale or disposal.

Ensure proper training room configurations for each on-site training class held.

Become familiar with, follow, and actively support the vision, mission, values, and behavior standards of the department and City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Various City standard application software (Microsoft Office Suite and Windows Operating System)
- Capabilities of computers and peripheral equipment
- Computer operations, operating systems, utility programs, etc.
- Technical aspects of field of specialty
- Research and analysis methods and techniques
- Record-keeping techniques and database reporting
- Modern office practices, procedures and equipment

- Correct usage of English grammar, spelling, punctuation and vocabulary
- Effective interpersonal skills using tact, patience and courtesy

SKILLED IN:

- Analyzing computer problems, investigating the cause and providing effective solutions
- Communicating complex technical ideas in lay-person's terms

ABILITY TO:

- Learn computer software packages and adapt for specific user application quickly and effectively
- Operate a variety of computers and related equipment including printers, scanners, PDA's and software packages
- Conduct technical research, gather and analyze data, and recommend solutions
- Establish and maintain effective working relationships with co-workers, City staff, officials, vendors and consultants
- Work independently with little direct supervision
- Work in a team environment to help solve complex problems
- Understand and follow oral and written directions
- Effectively use interpersonal skills in a tactful, patient and courteous manner
- Communicate effectively both orally and in writing
- Analyze situations accurately and adopt an effective course of action
- Read and interpret documents such as policy manuals, technical computer manuals and procedures, and business periodicals
- Prepare and maintain clear and accurate routine reports, correspondence and procedures
- Respond to inquiries or complaints from users
- Effectively present information and respond to questions in one-on-one situations and in small groups of employees
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations
- Apply common sense understanding to solve practical problems and deal with a several variables in standardized situations

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: Some college-level training with specialized course work in computer science,

personal computer operations or related subject; and A+ certification

Experience: Two (2) years work experience involving computer hardware/software at a technical

level.

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's

knowledge, skill and ability to perform the essential duties and responsibilities listed

above.

LICENSES AND OTHER REQUIREMENTS:

• Experience in the following required: P.C. applications; MS Office Suite; MS DOS; Windows 9x; Windows 2000 and Windows XP

- Valid Washington State Driver's license, or ability to obtain within 30 days of employment
- Must be able to successfully pass the City's pre-employment driver's records check

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including but not limited to personal computer, laptop computers, printers, scanners, telephone, fax and copy machine, cellular phone, pager, two-way radio and calculator.

Required to use hand tools related to computer repairs such as punch-down tools, screw drivers, computer chip puller, etc.

Required to operate a City vehicle to travel to and from user sites.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use arms, hands and fingers to reach, handle, feel, or operate objects, materials, tools, equipment or controls. The employee is frequently required to sit, stand, walk, hear and talk normally with or without mechanical assistance. The employee is occasionally required to stoop, kneel, crouch, crawl under desks and panels, lift in excess of 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in various City departments in a typical office. Work is performed in a typical information technology environment, which includes an office, a technical workstation, a computer room with a controlled environment, as well as working with users on site. Subject to driving to various user sites by personal or City vehicle. May be exposed to users, contractors and vendors/suppliers who may possibly be irate or hostile. The noise level in the work environment is usually moderate to loud.

Position Description: Technical Support Specialist II

Page 5 of 5

SIGNATURES:

Incumbent's Signature

Date

Date

Supervisor's Signature

Date

Approval:

Employee Services Director/Designee

Date

** Note:

This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised: 1/24/06, 10/31/2007